

MARVIN

Michigan's Automated Response Voice Interactive Network

INSTRUCTION SHEET

WHO IS MARVIN?

Michigan's Automated Response Voice Interactive Network

MARVIN allows you to communicate with the UIA's computer by using a **touch-tone or a push-button telephone with a tone/pulse switch** (the switch must be set at "Tone"). Rotary or pulse telephones cannot interact with **MARVIN**. MARVIN uses digitized human speech to provide you with step-by-step instructions and information regarding your claim.

To use MARVIN all you need is:

- your Social Security Number
- access to a touch-tone or tone/pulse telephone
- your Personal Identification Number (PIN)

MARVIN allows you to:

- Ask for information about your benefit check, such as the date your last payment was made and the amount.
- Phone-in your continued weeks of unemployment.

All unemployed workers are required to use MARVIN to phone in their claims for continued weeks of benefits. If for some reason you are unable to use MARVIN, contact us for further instructions. **MARVIN is totally automated and has proven that it processes your claim faster.**

HOURS OF OPERATION

MARVIN is available **Monday through Friday** between the hours of **8:00 a.m. and 7:00 p.m., Eastern Time**. You will be assigned an appointment day and hour to phone-in. Your appointment day will either be on a Monday, Tuesday, or Wednesday. You will be given an appointment hour ranging between 8:00 a.m. and 6:00 p.m. You may not phone-in at any other time on Monday, Tuesday, or Wednesday. **If you miss your appointment, you may phone-in on Thursday or Friday between the hours of 8:00 a.m. and 7:00 p.m.** It is in your best interest to call at your appointed time so your check can be received timely. (Sometimes the phone lines are busy at the beginning of the appointment hour. You might try calling a few minutes later during the appointment hour.) The longer you wait, the longer it will take to receive your check. If your scheduled appointment day falls on a holiday, MARVIN will be available to take your call.



Monday, Tuesday, Wednesday
8:00 a.m. to 7:00 p.m.
Certify by Appointment Only
Inquire Anytime

Thursday, Friday
8:00 a.m. to 7:00 p.m.
Certify or Inquire Anytime
No Appointment Necessary

GETTING STARTED

Before calling MARVIN, there are a few things you need to do:

1. Read this entire packet before you phone-in your biweekly claim. Have your responses ready to enter.
2. Use the Schedule of Appointments to find your appointment time.
3. Select your four-digit Personal Identification Number (PIN).
4. Know the week ending dates for the weeks you are claiming. You must use Saturday's date for the week ending date.
5. If you had any earnings during the week(s) you are claiming, use Form UIA 1541, *Weekly Earnings Calculation Worksheet*, to calculate your total earnings that you must report to MARVIN.

SCHEDULE OF APPOINTMENTS

Your appointment day and time is found by using the last two digits of your Social Security Number. For example: If your Social Security Number is: 555-55-55**11**. The last two digits are **11**.

- Look at the schedule and locate the number 11. **Number 11 falls on Monday between numbers 10 and 12.**
- Under the column labeled "**TIME**," the appointment for number 11 is between the hours of **11:00 a.m. - 12:00 noon**. This is the designated hour during which you **should** phone-in your claim.

You may ask questions about payment of your claim at any time.

TIME	MONDAY	TUESDAY	WEDNESDAY
8:00 - 9:00	00-01-02-03	34-35-36	67-68-69
9:00 - 10:00	04-05-06	37-38-39	70-71-72
10:00 - 11:00	07-08-09	40-41-42	73-74-75
11:00 - 12:00	10-11-12	43-44-45	76-77-78
12:00 - 1:00	13-14-15	46-47-48	79-80-81
1:00 - 2:00	16-17-18	49-50-51	82-83-84
2:00 - 3:00	19-20-21	52-53-54	85-86-87
3:00 - 4:00	22-23-24	55-56-57	88-89-90
4:00 - 5:00	25-26-27	58-59-60	91-92-93
5:00 - 6:00	28-29-30	61-62-63	94-95-96
6:00 - 7:00	31-32-33	64-65-66	97-98-99

If you are unable to call during your appointment time, you may call on Thursday or Friday between 8:00 a.m. and 7:00 p.m. Eastern Time. If you miss your scheduled appointment, you may not receive your check on time.

NOW YOU ARE READY TO MAKE YOUR FIRST CALL TO MARVIN

THREE WEEK PERIOD

Sun	Mon	Tues	Wed	Thu	Fri	Sat	If your Benefit Year begins this week
Sun	Mon	Tues	Wed	Thu	Fri	Sat	
Sun	Mon	Tues	Wed	Thu	Fri	Sat	Call MARVIN this week

PERSONAL IDENTIFICATION NUMBER (PIN)



In order to claim weeks of unemployment or ask questions about your claim, you will need a **secret Personal Identification Number (PIN)**. Your PIN is a four-digit number that serves as your electronic signature for claiming and receiving unemployment benefits and for obtaining information regarding your claim.

Selecting your PIN

Prior to calling in the first time, you must decide what you want your four-digit PIN to be. When selecting your PIN, be sure to choose numbers that will be easy for you to remember. **If you forget your PIN, or if you believe someone else knows your PIN, contact our Claimant Customer Relations HOTLINE at 1-800-638-3995 and request that your PIN be changed. REMEMBER, YOUR PIN IS YOUR SECRET IDENTIFICATION NUMBER. DO NOT TELL ANYONE YOUR PIN!**

In choosing your PIN, for your added security, you should not use parts or variations of your:

- Social Security Number
- Credit Card Numbers
- Birthdate
- Checking or Savings Account Numbers
- Telephone Number
- Address

Entering Your PIN

When you call MARVIN for the first time, you must enter your chosen PIN. This is how to enter your PIN.

- 1) Dial MARVIN'S Toll-Free Number **1-866-638-3993**.
- 2) MARVIN will begin your process as follows:

PIN SCRIPT

MARVIN: Welcome to Michigan's Automated Response Voice Interactive Network. You can call me **MARVIN!**

CUSTOMER: If you are using a touch-tone phone – press 1 now.

MARVIN: To claim weeks of unemployment – Press 1. To inquire – Press 2. To listen to helpful hints about MARVIN – Press 3. To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only). If you wish to end this call at any time, just hang up.

CUSTOMER: Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

MARVIN: Please enter your Social Security Number now.

CUSTOMER: Enter your nine-digit Social Security Number.

MARVIN: Please enter your chosen four-digit Personal Identification Number (PIN) now.

CUSTOMER: Enter your four-digit PIN.

MARVIN: Please re-enter your chosen four-digit PIN.

CUSTOMER: Re-enter the same four-digit number to confirm.

MARVIN will allow you three attempts to confirm your Personal Identification Number (PIIN). If you cannot do so by the third try, MARVIN will refer you to your booklet and disconnect. Once you have confirmed your PIN, MARVIN will say:

MARVIN: Your Personal Identification Number is accepted. You should use this four-digit number each time you call.

Once you have successfully entered your PIN, MARVIN will begin the process selected.

USING MARVIN TO PHONE IN YOUR BIWEEKLY CLAIM

Weeks Claimed - You can only claim the two weeks prior to the week you phone-in. For example:

Looking at the calendar below, if you call **MARVIN** on **Tuesday, March 22**, you may only claim the weeks ending **Saturday, March 12** and **Saturday, March 19**. You may not claim the week ending Saturday, March 5. If you are claiming weeks other than the two weeks before the week you phone-in your claim, call our Claimant Customer Relations HOTLINE at **1-800-638-3995**.

***NOTE:** If you have more than a two-week gap since your last call to MARVIN, you must file an additional claim by phone at or via the Internet at www.michigan.gov/uia.*

MARCH

SUN	MON	TUES	WED	THUR	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

MAKING THE CALL



MARVIN will ask you a series of questions. **You must answer all questions truthfully. Giving false information, having someone else call in for you, or answering questions for anyone other than yourself is considered fraud. Any benefits you receive through fraud may have to be paid back up to four times the amount, or you may be required to serve a jail sentence, and/or pay a fine, and/or perform community service.**

To answer the questions that MARVIN will ask you, use the keys on your telephone keypad:

<u>PRESS</u>	<u>DESCRIPTION</u>
0	TO REPEAT QUESTION
1	FOR "YES"
9	FOR "NO"

When you have completed entering your information, do not hang up until MARVIN says GOOD BYE. This means that MARVIN has completed recording your information. If you hang up before MARVIN tells you GOOD BYE, your check will not be issued.

NOTE: If during your call to MARVIN there is background noise (a loud radio, television, or talking), static on the line, or if you're using a cellular phone and have a bad connection, you may need to hang up and call back. These sounds may interfere with your communication with MARVIN. (For best communication with MARVIN, we recommend that you not use a cellular phone.)

You are now ready to make the call!

- 1) Dial MARVIN'S Toll-Free Number **1-866-638-3993** (*note: 866 - not 800*)
- 2) MARVIN will begin your process as follows:

MARVIN: Welcome to Michigan's Automated Response Voice Interactive Network. You can call me MARVIN!

CUSTOMER: If you are using a touch-tone phone – press 1 now.

MARVIN: To claim weeks of unemployment – Press 1. To inquire – Press 2. To listen to helpful hints about MARVIN – Press 3. To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only). If you wish to end this call at any time, just hang up.

CUSTOMER: Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad.

MARVIN: Please enter your Social Security Number now.

CUSTOMER: Enter your nine-digit Social Security Number.

MARVIN: Please enter your chosen four-digit Personal Identification Number (PIN) now.

CUSTOMER: Enter your four-digit PIN.

If you hang up before I tell you good bye, your check will not be issued. If you need a question repeated, you may press "0" at any time. You must answer all questions by pressing "1" for "Yes" and "9" for "No."

MARVIN will begin the certification process.

QUESTION #1: ARE YOU BACK TO WORK FULL TIME?

YES > **Press 1** on your keypad.

> You will be asked to enter your back to work date.

You must enter six digits, 2 for the month, 2 for the date, and 2 for the year (Ex. 070303).

> MARVIN will repeat the date you entered.

- If this date is correct, press 1.
- If not, press 9. MARVIN will repeat the question. You may enter the correct date.

NO > **Press 9** on your keypad. MARVIN will ask question #2.

QUESTION #2: ARE YOU CLAIMING BOTH WEEKS ENDING SATURDAY, MM/DD/YY AND SATURDAY, MM/DD/YY?

YES > **Press 1.** MARVIN will ask question #3.

NO > **Press 9.**

> MARVIN will ask if you are claiming benefits for week #1. MARVIN will give you the week ending date.

- If yes, press 1. • If no, press 9.

> MARVIN will then ask if you are claiming benefits for week #2. MARVIN will give you the week ending date.

- If yes, press 1. • If no, press 9.
- > If your response was "No" for week #1 and #2, and you are claiming other weeks, you must file an additional claim either by phone at 1-866-500-0017 or via the Internet at www.michigan.gov/uia. If your response was "YES" for one or both weeks, MARVIN will ask question #3.



These questions apply only for the week(s) you are claiming.

QUESTION #3: WERE YOU ABLE TO WORK FULL-TIME AND AVAILABLE FOR FULL-TIME WORK?

YES > **Press 1** if you **were** able to work and available for full-time work during the week(s) you are claiming.

NO > **Press 9** if you **were not** able to work and available for full-time work during the week(s) you are claiming.

QUESTION #4: WERE YOU SEEKING WORK?

YES > **Press 1** if you **did** seek work during the week(s) you are claiming.

NO > **Press 9** if you **did not** seek work during the week(s) you are claiming.

QUESTION #5: DID YOU QUIT ANY WORK, FAIL TO ACCEPT ANY JOB OFFER, OR GET FIRED FROM A JOB?

YES > **Press 1** if you **did** quit, were fired by an employer, or refused work during the week(s) you are claiming.

NO > **Press 9** if you **did not** quit, **were not** fired by an employer, or **did not** refuse work during the week(s) you are claiming.

QUESTION #6: DID YOU BEGIN SCHOOL OR TRAINING OR BEGIN RECEIVING A PENSION?

YES > **Press 1** if you **did** begin school, training, or receiving a pension during the week(s) you are claiming.

NO > **Press 9** if you **did not** begin school, training, or receiving a pension during the week(s) you are claiming.

QUESTION #7: DID YOU HAVE EARNINGS, VACATION PAY, HOLIDAY PAY, SEVERANCE PAY, SALARY CONTINUATION, OR OTHER WAGE CONTINUATION PAY? DO NOT REPORT SUB PAYMENTS PAID BY EMPLOYER.

YES > **Press 1.**

NO > **Press 9.**

- > MARVIN will ask if you had earnings during the first week you are calling in for.
 - If YES, Press 1. You will be instructed to enter the dollar amount and press the star key (*).
For example: If your before deduction earnings were \$137.56, enter only the dollar amount and press the star key (*). 137*
MARVIN will ask you to enter the cents and press the star key (*). 56*
 - If NO, Press 9.
- > MARVIN will ask if you had earnings during the second week you are calling in for.
 - If YES, Press 1. You will be instructed to enter the dollar amount and press the star key (*).
For example: If your before deduction earnings were \$75.00, enter only the dollar amount and press the star key (*). 75*
MARVIN will ask you to enter the cents and press the star key (*). 00*
 - If NO, Press 9.

NOTE: If your earnings are from vacation pay, call our Claimant Customer Relations HOTLINE after completing the call to MARVIN.

If you are an ex-military service member, MARVIN will ask the following question. If you are not, MARVIN will skip this question.



QUESTION #8: DID YOU BEGIN RECEIVING A SUBSISTENCE ALLOWANCE FROM THE DEPARTMENT OF VETERANS AFFAIRS FOR VOCATIONAL REHABILITATION TRAINING, SURVIVOR'S OR DEPENDENT'S EDUCATIONAL ASSISTANCE, OR SPECIAL ASSISTANCE FOR THE EDUCATIONALLY DISADVANTAGED?

YES > **Press 1.**

NO > **Press 9.**

After you have answered all of the questions, MARVIN will repeat the information that you have entered. MARVIN will then ask:

If the information is correct. DO NOT HANG UP! > Press 1

If any information is not correct > Press 9

MARVIN will repeat questions 2 through 7. If you are an ex-military service member, question 8 will also be repeated. If information is still incorrect, MARVIN will hang up. Review instructions in your booklet and call back. If you continue to have problems, contact our **Claimant Customer Relations HOTLINE at 1-800-638-3995**.

If you are eligible for benefits, MARVIN will tell you the dollar amount and the date your check will be mailed. If you do not agree with the amount of your check, contact our **Claimant Customer Relations HOTLINE at 1-800-638-3995** immediately. If your check is not payable, MARVIN will accept your information and tell you what to do next.

MARVIN will then tell you Good Bye. Remember, **DO NOT HANG UP UNTIL MARVIN SAYS GOOD BYE.** If you hang up before you hear the words GOOD BYE, your information will not be recorded and no check will be sent. You must call back and begin the process over again.

If after completing your call you find that you made an error, you must contact our **Claimant Customer Relations HOTLINE at 1-800-638-3995**. If possible, call on the same day the error was made.

USING MARVIN TO ASK QUESTIONS ABOUT YOUR CLAIM

When you have questions concerning your claim, MARVIN will assist you. MARVIN can give you information such as the date your last check was mailed, the amount of your last check, the number of weeks already paid, and the number of payments you have left.

You may call MARVIN to ask questions about your claim any time Monday through Friday between the hours of 8:00 a.m. and 7:00 p.m.

To ask MARVIN questions about your claim: 1) Dial MARVIN'S Toll-Free Number **1-866-638-3993**
2) MARVIN will begin your process as follows:

MARVIN: Welcome to Michigan's Automated Response Voice Interactive Network. You can call me **MARVIN!**

CUSTOMER: If you are using a touch-tone phone – press 1 now.

MARVIN: To claim weeks of unemployment – Press 1. To inquire – Press 2. To listen to helpful hints about MARVIN – Press 3. To complete the Eligibility Review Process (ERP) – Press 4 (available Thursdays and Fridays only). If you wish to end this call at any time, just hang up.

CUSTOMER: Make your selection by pressing 1, 2, 3, or 4 on your telephone keypad. Press 2 to inquire about your claim.

MARVIN: Please enter your Social Security Number now.

CUSTOMER: Enter your nine-digit Social Security Number – XXX XX XXXX

MARVIN: Please enter your chosen four-digit PIN.

CUSTOMER: Enter your four-digit PIN – XXXX

MARVIN: If you would like to know your last payment date and check amount > **Press 1**

If you would like to know the balance of weeks payable > **Press 2**

If you would like to know the date of the most recent certification > **Press 3**

To end this call > **Press 4**

If you would like to certify, you will need to call MARVIN back.

CUSTOMER:

If you press 1, MARVIN will say: “Your last pay date is ____ for the amount of \$ _____. Please allow at least ten working days from the time you phone-in your certification before you inquire about your benefit check.”

If you press 2, MARVIN will say: “You are entitled to ____ weeks. Your balance is _____, and the number of weeks that you have already been paid is _____.”

If you press 3, MARVIN will say: “Your last certification entered was for the week ending _____.”

If you press 4, MARVIN will say: “Good bye and disconnect.”

All four choices will repeat after MARVIN answers your question.



MARVIN: Your comments about the automated service, MARVIN, are appreciated. Please send them to **MARVIN**, 3024 West Grand Boulevard, Suite 12-300, Detroit, MI 48202. Thank You!

HELPFUL HINTS

If you cannot certify during your appointment hour because the system was not functioning, your specific appointment time requirement is automatically waived for the week. But you must still call back sometime during normal operating hours in that week.

Sometimes the phone lines are busy at the beginning of the appointment hour. You might try calling a few minutes later during the appointment hour.



Jennifer M. Granholm, Governor
State of Michigan



David C. Hollister
Director

UIA

Sharon M. Bommarito
Director

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